



THE COMMUNICATOR

Volume 9, Issue 2
April 2011

Grant County Employee Newsletter

In this quarter's issue...

Message from the County Board Chair
Employee Assistance Program
Smoking and Respect
Eye Wear Reimbursement

Emergency Room Co-pay
Dean Health Insurance Coverage Changes
Fitness Opportunity Reminders
\$10 Office Visit Co-pay Reimbursement
Word Find: Respect; Appreciation; Conduct
Service Anniversaries



Message from the County Board Chair, John Patcle

For about a month there have been a lot of changes coming out of Madison. We may not agree with all of these changes, but we will have to abide by the rules, even those we don't like.

The County levy limit for another two years is zero percent increase. Nancy Scott (County Finance Director), Joyce Roling (County Personnel Director), and myself will be meeting with each department head to work on the budget.

We will make it through this difficult time by working together and working as a whole County.

Employee Assistance Program

Grant County offers its employees a free Employee Assistance Program (EAP). The program is provided through our Long Term Disability insurance carrier, National Insurance Services. EAP provides free, confidential assistance for problems and work/life concerns including depression, stress management, anxiety, marital difficulties, relationship problems, family conflict, alcohol or drug addictions, financial or legal concerns, parenting concerns, problem gambling, eating disorders, child-care, and eldercare.

A copy of the EAP brochure can be found on the County's website (www.co.grant.wi.gov) under "County Employee HR Documents" or you may contact the Personnel Department.

"No problem is too large or too small. Contact the EAP for assistance. 866-451-5465"

Smoking and Respect

Smokers and Non-Smokers both have strong opinions about smoking, but each needs to respect the others rights. We can do this by:

1. Dispose of cigarette butts in appropriate receptacles
2. Avoid smoking in areas that non-smokers frequent
3. Avoid rudeness toward people because of their smoking preference
4. Remember the County has a smoking ordinance which can be found in the Grant County Employee Handbook

Excerpt from the Grant County Smoking Ordinance: "No person shall smoke or carry a lighted cigarette, cigar, pipe, or any other lighted smoking equipment in any vehicles or buildings owned or leased by Grant County. The non-smoking area is to also include an area consisting of the immediate 25 feet outside Grant County building entrances and Grant County building ventilation systems (air intakes). Other non-smoking areas may be posted where a potential risk of explosion or fire exists. If county owned or leased property boundaries do not allow for the 25 ft. entrance outside requirement, then the actual footage available will apply."

Eye Wear Reimbursement

Medical Associates Health Insurance and Ameritas Dental Insurance pay a portion of their members' eye wear expenses, but getting the reimbursement can sometimes be tricky. Below you will find procedures to help make the process smoother. *NOTE: The Ameritas coverage you pay for is dental insurance that includes free eye wear reimbursement coverage.*

Medical Associates Health Insurance Members:

1. You can purchase your lenses and frames from a Medical Associates provider and they will file the claim with Medical Associates Insurance. You will receive a bill from the provider for the balance the insurance company didn't pay.

OR

2. You can purchase your lenses and frames from somewhere else. You pay for the eye wear, get a detailed receipt, write your Medical Associates member number on the receipt and mail it to Medical Associates Health Plans, 1605 Associates Dr., Suite 101, Dubuque, IA 53004-5002. The insurance company will mail you a reimbursement check for a portion of the cost as outlined in the summary of benefits.

Ameritas Dental Insurance Members filing EYE WEAR claims:

1. You can purchase your lenses or frames from an EyeMed provider to receive a discount. The EyeMed provider should have the Ameritas discount number, but if they don't, it is 9232372. Instructions for locating an EyeMed provider are available online at <http://www.co.grant.wi.gov/docview.asp?docid=7452&locid=147>.

OR

2. You can purchase your lenses and frames from somewhere else and follow these instructions:
 - a. Pay for the eye wear
 - b. Get a detailed receipt
 - c. Get a claim form online at <http://www.co.grant.wi.gov/docview.asp?docid=9013&locid=147>
 - d. Complete the form
 - e. Fax or mail the receipt and form to Ameritas at the address/fax number provided at the bottom of the form.
 - f. Ameritas will mail you a reimbursement check for a portion of the cost (please note there is an annual \$50 deductible, so you may only receive up to \$15 reimbursement on your first lens or frames purchase each year).

If you need assistance with either company's claim reimbursement request procedure, please contact the County's Personnel Dept. by emailing Dawn at dmergen@co.grant.wi.gov or by calling (608) 723-2540.

Anyone wishing to have a specific subject discussed in a future newsletter may contact Joyce Roling at 723-2045.



But I went to Urgent Care...

Why did they charge me an Emergency Room Copay?

Ever have this question? So do a lot of people.

*Submitted by:
Melody A. Mueller, MHP, HIA
Senior Benefits Producer
TRICOR Insurance*

When you go to the Hospital for Urgent Care, the provider will triage your care.

- ⇒ If your care requires any major diagnostic testing the provider is required to bill this service as Emergency Care. *Yes this includes an x-ray.* Simple tests such as a strep test should still be billed as Urgent Care.
- ⇒ If your care requires any type of surgery the provider is also required to bill this service as Emergency Care. *Yes this includes stitches.*

Your health insurance carrier will pay the bill as it is coded by your provider. To avoid Emergency Room Copays it is always best to visit your Physician's office and take advantage of any "after hours" programs they may provide.

Dean Health Insurance Coverage Changes

As of January 1, 2011, Dean Health Insurance made two coverage improvements to their benefit plans. They are as follows:

1. Dean is adding coverage to their benefit plans for Weight Management lap band surgery. If a member goes through Dean's Comprehensive Weight Management program, and meets certain criteria, there is coverage for lap band surgery.
2. Dean is now also waiving the Emergency Room (ER) Visit co-pay if the patient is admitted for observation, as well as inpatient care. If a claim is billed to Dean's insurance company as inpatient or observation from the ER, the claim will process without the \$75 ER co-pay.

Grant County's group health insurance coverage benefit details can be accessed online at:

Dean Health Insurance

Schedule of Benefits <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9007&locid=147>

Medical Associates Health Insurance

Scheduled of Benefits <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9003&locid=147>

Prescription Drug

Benefits <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9002&locid=147>

Schedule <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9004&locid=147>

Eyewear <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9005&locid=147>

Oral Surgery <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9001&locid=147>

Subscriber Agreement <http://websrus.doa.state.wi.us/admin/localgovadmin/docview.asp?docid=9006&locid=147>

Fitness Opportunity Reminders



Grant County has a **Corporate Membership to Lancaster, Fennimore, and Prairie du Chien Fitness**. This means that if any Grant County Employees join or have joined already, they will be able to get the monthly fee at a discount. Employees who want to take advantage of this just need to get a form from the County's Personnel Office, complete it, and submit it to the fitness center. Those who are already a member will have their monthly fee adjusted to the lower rate and those who are joining, will get the lower rate.

Dean Health Plan's Wellness Incentives Now (WIN) program provides reimbursement for a portion of their members' fitness fees. If you have Dean insurance, you just need to submit a receipt to them with a WIN reimbursement form which you can get online at <http://www.deancare.com/wellness/index.aspx>.

Should you have **any questions** regarding either of these opportunities, please contact the County's Personnel Office. Employees that have questions regarding their personal health and fitness plans should contact their medical doctor.

\$10.00 Office Visit Co-pay Reimbursement requests are due on APRIL 11TH (for 2011 dates of service)

How do you request reimbursement?

1. Get a receipt each time you pay a \$10 office visit co-pay such as those you pay for eye exams, doctor appointments, urgent care visits, and chiropractor appointments (NOT \$75 ER co-pays; NOT prescription drug co-pays; NOT durable medical equipment co-pays when applicable)

Receipts or proof of visit must include: the provider name, the patient's name, the date(s) of service, a description of the expense indicating it was an office visit co-pay, and the expense amount. Cancelled checks and non-itemized credit card receipts are not acceptable. (See examples)

2. Read the policy and print the request form off the County's website (www.co.grant.wi.gov) under "County Employee HR Documents" or contact the Personnel Department to request the form
3. Complete the form and attach your receipts. Keep copies of all the forms and receipts you submit to us.
4. Submit the completed form and documentation to the Personnel Department before the deadline

When and how will you receive reimbursement?

A check will be mailed to your home address as soon as practically possible after the request deadline.

Receipt Examples:

Example of an acceptable type of receipt

Not acceptable (Provider Name)

Not Acceptable

Not acceptable

Respect, Appreciation, and Good Conduct

L	U	F	T	H	G	U	O	H	T	T	L	U	F	P	L	E	H	G
U	E	C	T	P	R	G	A	O	N	D	R	A	Y	E	V	T	R	E
C	T	D	U	O	Y	K	N	A	H	T	I	S	H	I	A	A	C	H
I	A	A	O	W	R	E	S	P	E	C	T	O	T	E	C	R	O	U
U	N	L	F	M	I	A	O	P	V	H	N	A	R	I	T	E	N	G
Y	O	T	M	F	E	Y	I	R	L	O	I	G	O	R	N	D	D	K
T	I	E	O	L	E	L	A	O	R	C	N	U	W	E	E	I	U	D
I	S	X	P	F	U	C	O	P	E	S	S	I	T	R	M	S	C	R
L	S	C	C	E	V	I	T	R	O	P	P	U	S	E	E	N	T	E
I	A	E	O	O	T	D	P	I	D	S	E	T	U	O	G	O	O	A
B	P	L	U	R	M	P	S	A	O	O	A	P	R	D	A	C	E	S
I	M	L	R	R	A	P	O	T	E	N	O	N	T	O	R	G	E	O
D	O	E	T	I	S	E	L	E	D	C	A	G	G	F	U	T	B	N
E	C	N	E	U	L	F	N	I	E	V	I	T	I	S	O	P	K	A
R	F	T	O	D	C	T	N	I	M	U	P	N	E	H	C	I	S	B
C	O	A	U	F	I	G	F	R	I	E	N	D	L	Y	N	D	N	L
A	E	A	S	N	N	R	O	S	C	O	N	F	I	D	E	N	C	E
G	O	O	D	J	O	B	P	R	O	M	P	T	N	E	S	S	N	T
U	I	G	R	B	A	P	D	T	G	R	M	A	S	F	S	P	N	I

Affectionate
Appreciative
Appropriate
Calm
Compassionate
Compliments
Conduct
Confidence
Considerate

Courteous
Credibility
Encouragement
Excellent
Friendly
Good Job
Good Role Model
Gracious
Great

Helpful
Honor
Kind
Nice
Pleasant
Positive Influence
Pride
Promptness
Reasonable

Respect
Safe
Supportive
Thank you
Thoughtful
Trustworthy
Understanding

Service Anniversaries

(5 year increments)

Debra Udelhoven, 35 years on May 10

Annette Hochhausen, 30 years on June 15

Kenneth Kirschbaum, 25 years on April 14

Laura Reynolds, 25 years on June 20

John Ellis, 20 years on April 24

Susan Fleming, 20 years on April 29

Dawn Mergen, 15 years on May 14

Carol Fjelsted, 15 years on June 11

Charlotte Brandt, 15 years on June 13

Jody Vesperman, 10 years on April 4

Terrance Loeffelholz, 10 years on May 14

Christina Moll, 10 years on June 4

Micheleyn Smith, 10 years on June 4

Lisa Reuter, 10 years on June 14

Levi Vial, 5 years on April 2

Randy Hamann, 5 years on April 4

Mary Jo Schmitz, 5 years on April 13

John Barker, 5 years on May 1

***Congratulations on reaching
these milestones! Thank you.***

